



221136-2006-222-C  
221135-2006-223-C  
221137-2006-520-C

January 11, 2010

Charles Terreni, Chief Clerk and Administrator  
Public Service Commission of SC  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210

C. Dukes Scott, Executive Director  
SC Office of Regulatory Staff  
1401 Main St. Suite 900  
Columbia, SC 29201

Re: Quarterly Quality of Service Reports, 2009-4<sup>th</sup> Quarter  
Hargray Telephone Co., Inc.; Bluffton Telephone Co., Inc; & Hargray, Inc.

Dear Public Service Commission:

Enclosed, please find the Quarterly Quality of Service Reports for the above referenced Company's.

We feel the information contained herein is market specific competitive information, and request the enclosed "trade secret" version be kept confidential and not available for public inspection. Accordingly, we have enclosed a "public disclosure" document of this report.

Should you have any questions or concerns regarding this information, please contact the undersigned directly at (843) 686-1256.

Sincerely,

Cissy Zareva  
Regulatory Assistant  
Hargray Communications Group, Inc.

Enclosure(s)

PUBLIC DISCLOSURE

## PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

## ILEC QUARTERLY SERVICE QUALITY REPORT

## SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME BLUFFTON TELEPHONE COMPANYQUARTER / YEAR Q4 / 2009Reporting Month → OCTOBER NOVEMBER DECEMBER

## Number of Customer Access Lines Provided:

via Resale → \_\_\_\_\_

via UNE-P → \_\_\_\_\_

via Other Methods → \_\_\_\_\_

Total Line Count → \_\_\_\_\_

Trouble Reports / Access Line (%) → \_\_\_\_\_

Objective: &lt;7%

Customer Out of Service Clearing Times( → \_\_\_\_\_

(Objective: &gt; 85% w/in 24 hrs)

New Installs Completed w/in 5 Days( → \_\_\_\_\_

(Objective: &gt; 85% w/in 5 working day

Commitments Fulfilled( → \_\_\_\_\_

Objective: &gt;85%

Explanation for Objectives Not Met: \_\_\_\_\_

Does your company use its own switching facilities  
to provide services within South Carolina?→ YES ☒ NO ☐

Person Making Report / Contact Information: \_\_\_\_\_

